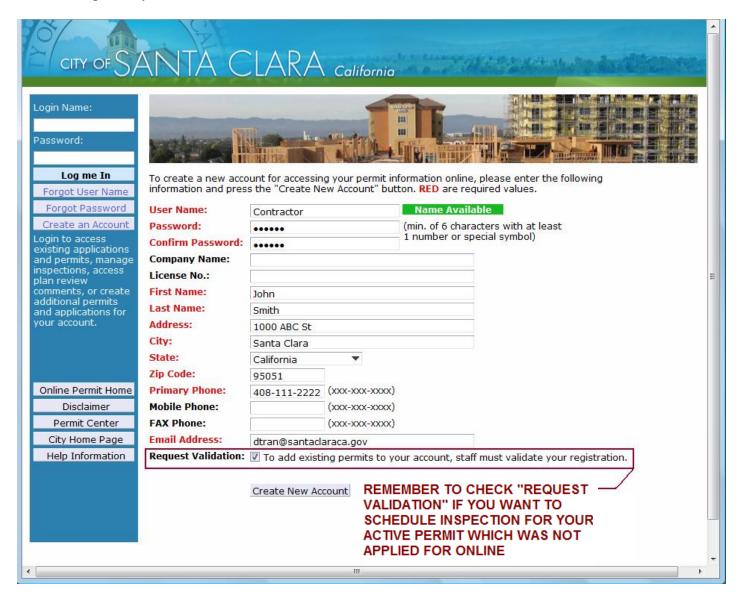
# **Submit Building Application with Document Online**

The City of Santa Clara – Building Inspection Office will offer online service starting July 27, 2011. The online services at <a href="http://santaclaraca.gov/OnlinePermitandInspection">http://santaclaraca.gov/OnlinePermitandInspection</a> consist of simple permit, complex permit and inspection scheduling.

#### 1. Create an online account

In order to use the City online services, you first need to create an online account by clicking the "Create an Account" button located on the left side of the screen. All fields with red text are required to be filled in. It should be noted that your new password must contain minimum of six (6) characters with at least one (1) number or special symbol.



If you want to schedule inspection for an active permit which was not applied for online, you need to check "Request validation' box.

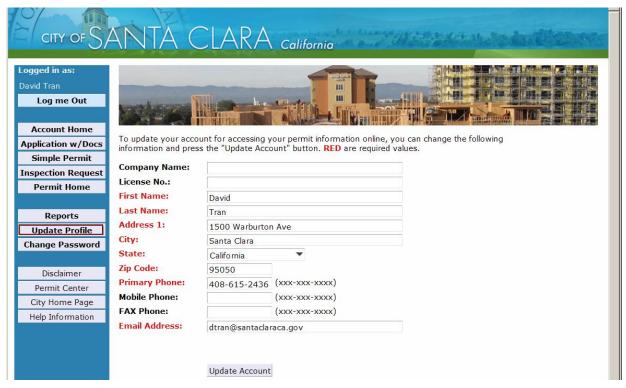
After verification of your information, the City staff will validate your registration. An email will be sent to you notifying that you can add any permit, which was not applied for online, to your account. After adding the permit to your online account, you can schedule inspections for that permit online.

In case you forgot your user name or password, please click on "Forgot User Name" or "Forgot Password" button located on the left side of the screen to acquire your user name or temporary password.





After log-in to your account you can update or modify your personal information by clicking "Update Profile" button located on the left side of the screen. You can also change your password by clicking "Change Password" button.



### 2. Application with Design Document

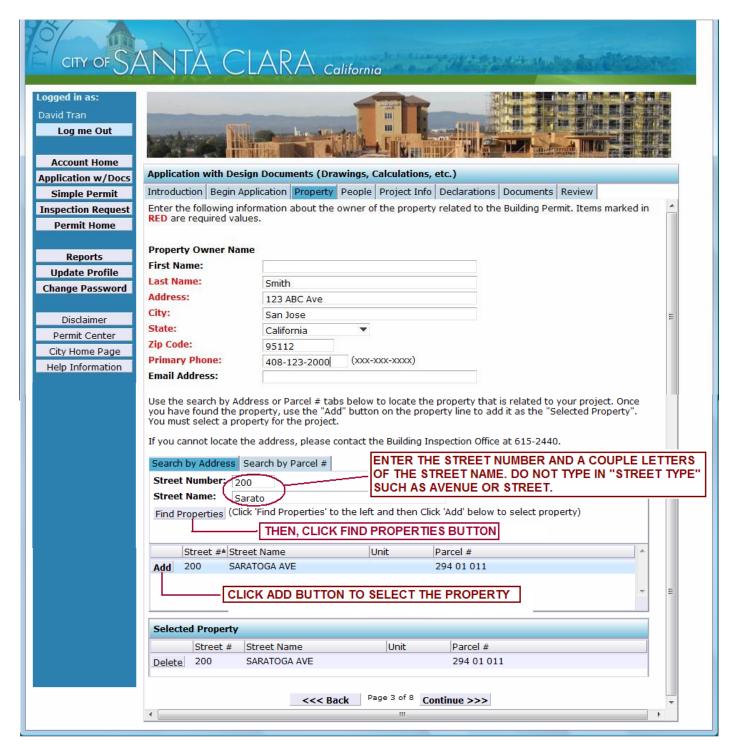
The applicant will fill out the building application and submit the electronic plans and documents online. After the online application is accepted by our building permit staff and plan check fee paid, a Building Plan Check number (same as Building Permit number) will be issued to you. This number will be required to view the plan review comments and permit status online.

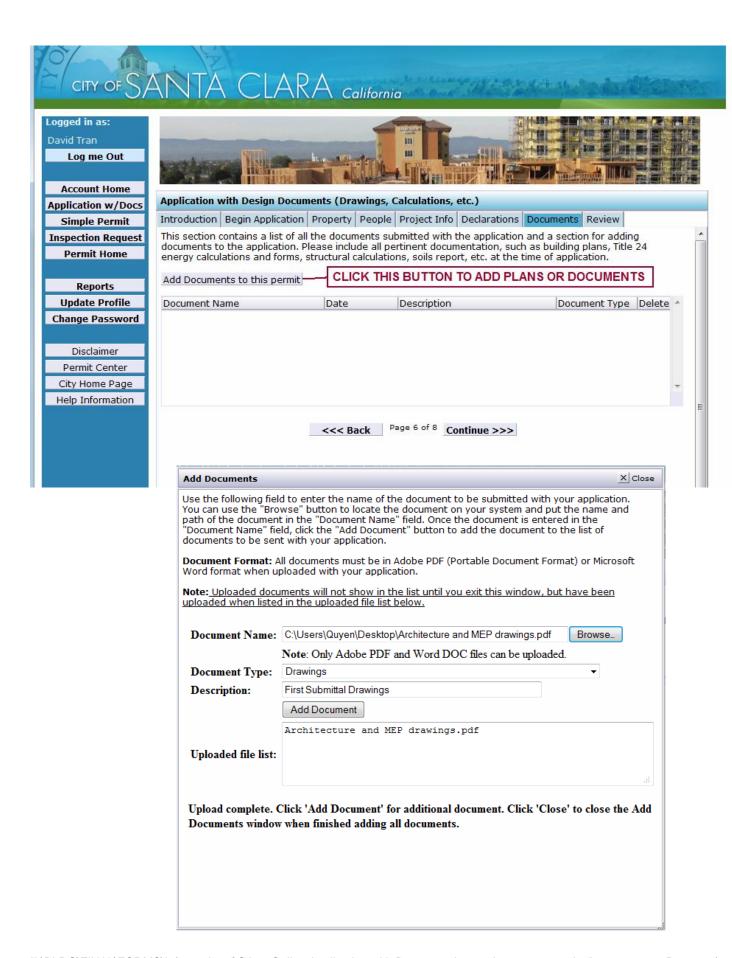
The submitted plans and documents will be reviewed by the appropriate department. Any comments about the project will be available online when you log in to your account. You can resubmit the revised plans and responses to plan check comments online using the same password and building plan check number.

After the plans are approved for permit issuance, a minimum of three (3) sets of final building plans with the stamps and signatures of the California licensed architects or engineers must be submitted to the Permit center with the permit fees. The permit staff will notify you by email regarding other required documents (if any) needed prior to permit issuance.

- a. Click the "Application w/ Docs" button on the sidebar to begin.
- b. Click "Continue" button at the bottom of the "Introduction" page to the "Begin Application" tab.
- c. Select "Applicant Type" such as applicant, architect, contractor, etc. and click "Continue" button at the bottom of the page to move to the "Property" tab.
- d. You need to enter the "Property Owner" information. Then use the "search by Address or Parcel #" tabs to locate the property that is related to your project. Once you have found the property, use the "Add" button on the property line to add it as the "Selected Property". You must select a property for the project.
- e. Click "Continue" button to move to "People" tab. On this page, you can add new people related to the project such as engineer, contractor, etc. and click "Save to Project" button to save people record in the list. It should be noted that you don't need to add any new people record.
- f. Click "Continue" button to move to the "Project Info" tab. All fields with red text are required to be filled in. Also, please specify if the building is fully sprinkler and T24 energy review is required for the project.
- g. Click "Continue" button to "Declaration" tab. It should be noted that you will be required to complete Declaration statements at the Permit Center when picking up approved Permits.
- h. Click "Continue" button to move to the "Document" tab. You can submit all electronic plans and documents at this page as follows:
  - First, click on the "Add Documents to this permit" button. A new "Add Plan Review Documents" will be opened.
  - Click on the "Browse" button to choose files to upload
  - Select appropriate "Document Type" and type in description of uploaded files in the "Description" box.

- "Click Add Document" button. After document has been uploaded, you can add another document if applicable. After all required documents have been added, click the close button at the upper right corner of the "Add Plan Review Documents" screen to exit.
- A message window appears stating that "Your documents have been uploaded."
- i. Click "Continue" button to the "Review" tab and verify all information is being loaded correctly.
- j. Save the application. This application will be listed in the "Open Applications" tab of your Account Home page with a status of "Awaiting Verification" indicating it is awaiting verification by City Staff.





## 3. Application is reviewed by Permit Staff

The application is reviewed by permit staff for completeness and accurate information. The permit staff will verify the project information, people records and submitted document.

- a. If the application is complete, the permit staff will accept the application. An email will be sent to you notifying that the application is accepted. Also the status of the application in the "Open Applications" tab of your Account Home page will change from "Awaiting Verification" to "Payment Due".
- b. If the project information of the application is inaccurate or additional documents are required, the permit staff will send a comment to you. The status of the application in the "Open Applications" tab of your Account Home page will change from "Awaiting Verification" to "Hold for Info".
- c. If no response is received from the applicant for 30 days, the application will be deleted from the database. After acceptance of application but plan check fee is not paid within 30 days, application will also be deleted.

## 4. Application Editing before check out

In the "Open Application" tab of your Account Home page, click the edit button in front of an application

- a. You can view the comment in the "Submission" comment tab.
- b. Select "Project Info" tab to edit the information as required and click "Save Project Info Changes" button located at the bottom of the page.
- c. Select "Document" tab to upload additional documents as required by the permit staff.
- d. Click on "Return to Account Home" button located on the "Review" Tab.

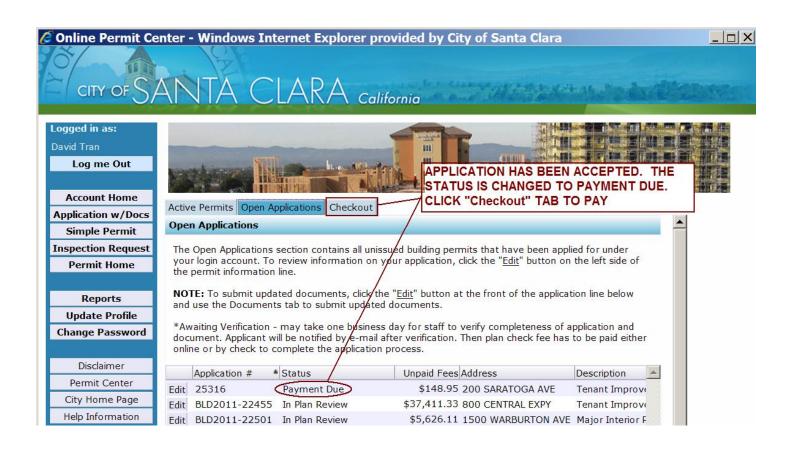
An email will be sent to the permit center notifying that the application was updated and waiting for review. The status of the application in the "Open Applications" tab of your Account Home page will change from "Hold for Info" to "Awaiting Verification". The application will be then reviewed by the permit staff again.

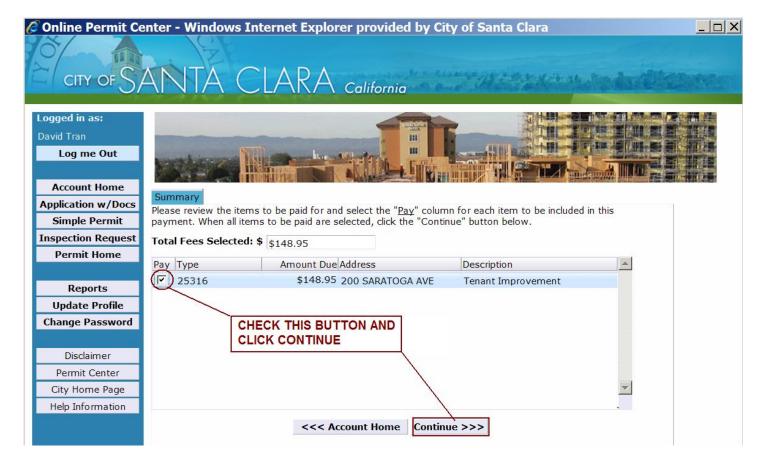
## 5. Checkout

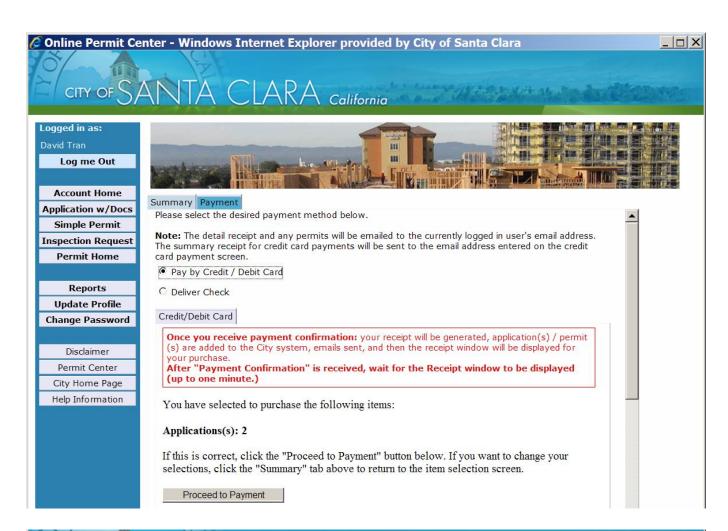
You can pay the plan check fee for the application when it is accepted by the permit staff.

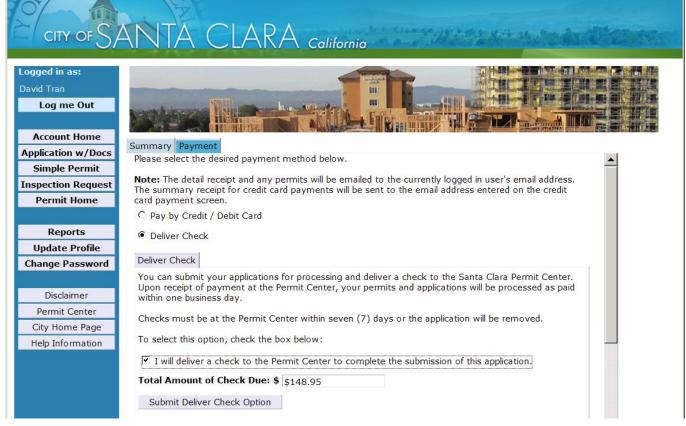
- a. The plan check fee of the submitted application has to be paid by clicking the "Checkout" button from the "Checkout" tab on the "Account Home".
- b. Select the items to be paid by clicking the small box in the "Pay" column and click "Continue" button.
- c. You can pay by credit card or delivered check.
- d. If "Pay by Credit Card" option is selected, click "Proceed to Payment" button to input your credit card information.
- e. If "Delivered Check" option is selected, check the acceptance box and click the process button.

After the payment is received, a Building Plan Check number (same as Building Permit number) will be emailed to you. This number will be required to view the plan review comments and permit status online. Also, the status of the application in the "Open Applications" tab of your Account Home page will change from "Payment Due" to "In Plan Review".









### 6. Checking Plan Review Status Online

You can check the plan review status or download the plan review comments online by clicking the "Edit" button in front of the Building Plan Check number.

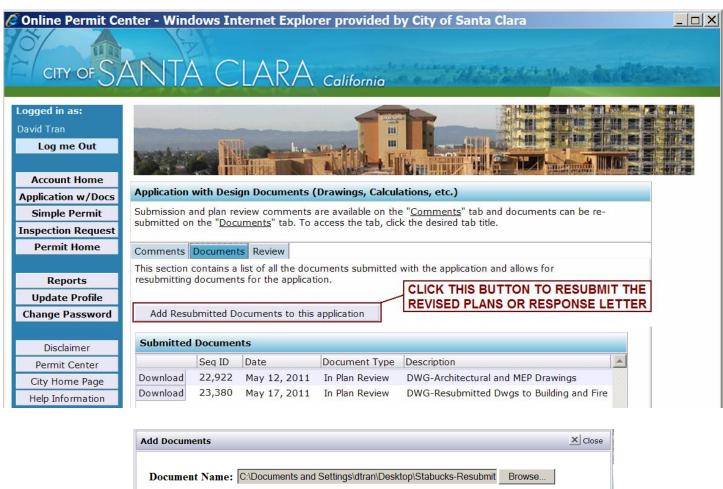


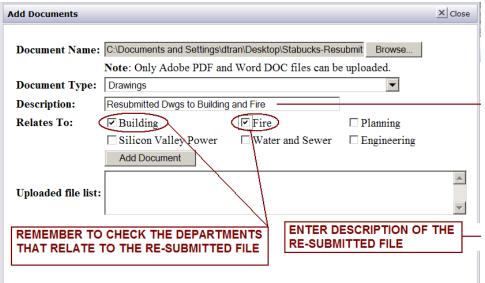
## 7. Re-submittal

In responding to the City's comments, you can resubmit the revised plans and documents via online portal.

- a. Click "Edit" Button in front of the Building Plan Check number.
- b. Click "Document" tab and click "Add Resubmitted Document to This Application" to add resubmitted plans or response letter.
- c. The following descriptions for resubmitted files is recommended
  - Response to Bldg., Response to Fire, Response to Engineering, etc. (Note: these are generally response letters to plan check comments.)
  - Resubmitted dwgs for electrical, Resubmitted dwgs for Bldg., Resubmitted calc., resubmitted Title 24, resubmitted dwgs for SVP etc. (Note: if for all dept., just use resubmitted dwgs.)
  - Additional dwgs/document/calc. for Bldg., Fire, Planning, etc.
- d. Remember to select the submitted plans and documents relating to which department.

An email will be sent to the permit staff that the revised plans and documents were re-submitted. Then, the permit staff will save these documents in the Tidemark case and notify the required plan reviewers regarding the re-submittal.





### 8. Permit Issuance

After the plans are approved for permit issuance, a minimum of three (3) sets of final building plans with the stamps and signatures of the California licensed architects or engineers must be submitted to the Permit Center with the permit fees. Contractor will need to fill out declaration and license information and pay permit and other miscellaneous fees. The permit staff will notify you on the required items for permit issuance. The permit will be issued at the Permit Center.